South Dakota Online Summative Assessment Checklists

English Language Arts/Literacy, Mathematics, and Science

Spring 2020

REMINDER: THIS DOCUMENT **ONLY** CONTAINS THE TEST ADMINISTRATION CHECKLISTS FOR ONLINE TESTING. PRIOR TO TESTING, REFER TO THE COMPLETE ONLINE, SUMMATIVE TEST ADMINISTRATION MANUAL ON THE SOUTH DAKOTA GATEWAY. FOR ALTERNATE ASSESSMENT OR PAPER, REFER TO THOSE TEST ADMINISTRATION MANUALS ON THE SOUTH DAKOTA GATEWAY.

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1.0 Introduction to the Test Administration Checklists

District, School, and Proctors/Teachers can use the following checklists to prepare for online testing. Please refer to the Online, Summative Test Administration Manual at http://sd.portal.airast.org prior to administering the Summative test.

This document refers to Teachers (TEs) and Proctors (PRs) generically whenever discussing administration or the user guide. TEs and PRs can be defined as district or school personnel responsible for administering the South Dakota Smarter Balanced and South Dakota Science assessments in a secure manner in compliance with the policies and procedures outlined in the *Online, Summative Test Administration Manual*. If the user role TE or PR in TIDE is being referenced, that will be clarified.

> **NOTE**: The Test Administration Checklists are located in the appendices of the Online, Summative Test Administration Manual.

2.0 District Administrator and Assessment Coordinator Checklist

The District Administrator and Assessment Coordinator activity checklists applies to all DA and AC TIDE users, see Table 1 and Table 2. For contact information, see Table 3.

Table 1. DA/AC Direct Responsibilities

	Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
	Direct Responsibilities				
☐	1. Notify schools when administration manuals and training materials are available.	*TAM*, section *2.1*		Complete at least 5–6 weeks prior to testing.	South Dakota Gateway
☐	2. Review all South Dakota Assessment policy and test administration documents.	*TAM*, section *2.1*	60–90 minutes	Complete at least 5–6 weeks prior to testing.	South Dakota Gateway
☐	3. Review scheduling and testing requirements with SCs.	*TAM*, sections *7.2* and *7.3*	60–90 minutes	Complete at least 3–4 weeks prior to testing.	South Dakota Gateway
☐	4. Plan any state-required training for SCs and PRs; retrain as needed.	*None*		Complete at least 3 weeks prior to testing.	
☐	5. Review training modules and schedule training session for SCs.	*TAM*, section *2.1*	2–3 hours	Complete while spaced over 2–3 weeks prior to testing.	South Dakota Gateway
☐	6. Review security procedures with SCs and PRs.	*TAM,* sections *3.0, 4.0,* and *Appendix F*		Complete at least 2–3 weeks prior to testing.	South Dakota Gateway
☐	7. Work with District Technology Coordinators to ensure timely computer setup. • Conduct network diagnostics. • Download the secure browser (beginning late August or early September). • Verify that schools meet the minimum	*TSM*, section *I*, Network Diagnostic Tools *TSM,* section *V* *TSM*, sections *I* and *II*	5–10 hours	Complete at least 2 weeks prior to testing.	South Dakota Gateway

	Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
	technology requirements.				
☐	8. Work with schools to review TIDE student enrollment information.	*TIDE User Guide*	2–4 hours	Complete at least 2 weeks before testing and during testing.	South Dakota Gateway
☐	9. Perform an equipment needs assessment based on individual student requirements. • Work with the SC to identify students who will need specialized equipment for accommodations. • Communicate with the SC/PRs to identify the number of headsets needed in order to take the ELA Listening portions of the assessment. Place order for the number of headsets needed plus extra.	*None*	1–2 hours	Complete at least 2 weeks prior to testing.	Students are permitted and encouraged to use their own ear buds or headsets—but districts and schools should also plan on having some available.
	Monitor Administration Activities				
☐	10. Investigate all testing improprieties, irregularities, and breaches reported by PRs. • Follow reporting procedure according to section *4.0.*	*TAM,* section *4.0*	As needed	Ongoing. Deadline for all submissions will be one week after the testing window closes.	South Dakota Gateway
☐	11. Report any test security incident in TIDE and report to the appropriate personnel according to the guidelines in section *4.0* and *5.0*.	*TAM,* sections *4.0* and *5.0*	As needed		South Dakota Gateway
☐	12. Monitor with the District Technology Coordinator any technical problems to apply resolutions or	None		Ongoing throughout the testing window.	

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
disseminate information at other school sites prior to testing.				

Table 2. DA/AC Oversight Responsibilities

	District and Assessment Coordinator Activities	Reference in Manual	Target Completion Date	Notes/Resources
	Oversight Responsibilities			
☐	1. Ensure that SCs and PRs in the district are appropriately trained and aware of policies and procedures, especially related to security.	*TAM, sections 3.0 and 4.0*	Complete at least 3 weeks prior to testing.	South Dakota Gateway
☐	2. Review school test administration schedules for adequate time and resource planning.	*TAM, section 7.3*	Complete at least 3 weeks prior to testing.	South Dakota Gateway
☐	3. Verify that SCs and PRs have reviewed student information in TIDE and are verifying student settings for designated supports and accommodations in TIDE.	*TIDE User Guide*	Complete at least 2 weeks prior to testing.	South Dakota Gateway
☐	4. You or your designee must be available during your testing window for questions and problem solving.	*None*	Complete during your entire testing window.	
☐	5. Communicate regularly with SCs any emerging trends or issues.	*None*	Complete during your entire testing window.	

Table 3. Contact Information for District Administrators and Assessment Coordinators

Contact Information	
Questions about state policies	
SDDOE Lead Contact for Science Test Policy, Testing Irregularities, or in the event of a security breach	SDDOE Lead Contact for ELA/Math Test Policy, Testing Irregularities, or in the event of a security breach
Christina Booth	Amanda Thronson
605-773-3246	(605) 773-3247
Christina.Booth@state.sd.us	Amanda.Thronson@state.sd.us

SDDOE Accommodations Lead	SDDOE Office Of Assessment
Beth Schiltz 605-773-4257 beth.schiltz@state.sd.us	doeassessment@state.sd.us

Questions about technology and the overall administration procedures
South Dakota Assessment Help Desk 1-855-838-8378 SDHelpDesk@air.org 6am-6pm CT (Mon–Fri)

3.0 School Coordinator Checklist

The School Coordinator activity checklists applies to all SC TIDE users, see Table 4 and Table 5. For contact information, see Table 6.

Table 4. School Coordinator Oversight Responsibilities

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
Direct Responsibilities				
1. Attend trainings your district offers and review all South Dakota Assessment trainings and test administration documents.	*TAM,* section *2.1*	60–90 minutes	Complete at least 3 weeks prior to testing.	South Dakota Gateway
2. Ensure that all PRs attend your school's or district's training and review the self-paced online training modules posted on the South Dakota Gateway. Review with PRs the videos ("What is a CAT?" and "What are Universal Tools?") and encourage them to show these to their students in preparation for the test.	*TAM,* section *2.1*	2–3 hours	Complete at least 3 weeks prior to testing.	South Dakota Gateway
3. Work with technology personnel to ensure timely computer setup: • Conduct network diagnostics. • Download the secure browser. • Verify that your school has met the minimum technology requirements. • Ensure that other technical issues are resolved before and during testing.	*Configurations & Troubleshooting Manuals*	5–10 hours	Complete at least 3–4 weeks prior to testing.	South Dakota Gateway

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
4. Communicate with the PRs to identify the number of headsets needed for each testing site and ensure that the needed number are available at least two weeks prior to the testing window. • Headsets are required for the ELA CAT assessment to support the Listening portions of the assessment, for students who require text-to-speech for ELA, Math, or Science, or for students requiring audio glossaries (mathematics only). • Communicate with the DA/AC to identify the number of headsets needed.	*None*	Up to 1 hour	Complete at least 2 weeks prior to testing.	Order the number needed plus extra. Students are permitted and encouraged to use their own ear buds or headsets—but districts and schools should also plan on having some available.
5. Perform an equipment needs check based on individual student requirements. • Work with PRs to identify students who will need specialized equipment for accommodations.	*None*	1–2 hours	Complete at least 2 weeks prior to testing.	
6. Based on the test administration windows, work with PRs and TEs to establish a testing schedule.	*TAM,* section *7.4*	2–4 hours	Complete at least 1–2 weeks prior to testing.	South Dakota Gateway
7. Work with PRs to review student information in TIDE applications before students are tested to ensure that correct student information and test settings for designated supports and accommodations are applied.	*TIDE User Guide* *TAM,* section *9.2*	2–4 hours	Complete at least 1–2 weeks prior to testing.	South Dakota Gateway
8. Establish a place to test those students who need a separate test setting.	*TSA*	1–2 hours	Complete at least 1–2 weeks prior to testing.	South Dakota Gateway

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
9. Work with PRs to plan a quiet activity for each test session for students who finish early.	*None*	30 minutes	Complete the week of testing.	The activity should not be related to the test being given. For example, students who finish early may work on assignments for unrelated subjects or read a book.
10. Ensure proper handling of all printed test materials and scratch paper. Collect all test materials on each day of testing to keep in a secure location until after the test session, and then destroy according to the security policy outlined in the *TAM*.	*TAM,* sections *3.2* and *11.0*		Complete during and after testing window.	South Dakota Gateway
11. Ensure adherence to all security policies. • Ensure that all PRs read and sign state security agreements if required by your state.	*TAM,* section *3.0*		Ongoing	South Dakota Gateway
12. Document any testing impropriety, irregularity, or breach and report to the DA/AC immediately after learning of the incident. • Working with the AC, enter incidents in TIDE.	*TAM,* sections *4.0* and *5.0*	As needed	Ongoing	South Dakota Gateway
Monitor Administration Activities				
13. Monitor testing progress during the testing window and ensure that all students participate as appropriate, addressing student issues as needed.	*None*	As needed	Ongoing	
14. Raise any technical issues with the School Technology Coordinator for resolution.	*None*	As needed	Ongoing	
15. Review, investigate, and report on all potential testing improprieties, irregularities, and breaches reported by	*TAM*, sections *4.0* and *5.0*	As needed	Ongoing	South Dakota Gateway

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
the PR. Mitigate incidents when appropriate.				

Table 4. School Coordinator Oversight Responsibilities

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
Oversight Responsibilities				
16. Attend trainings your district offers and review all South Dakota Assessment trainings and test administration documents.	*TAM,* section *2.1*	60–90 minutes	Complete at least 3 weeks prior to testing.	South Dakota Gateway
17. Ensure that all PRs attend your school's or district's training and review the self-paced online training modules posted on the South Dakota Gateway. Review with PRs the videos ("What is a CAT?" and "What are Universal Tools?") and encourage them to show these to their students in preparation for the test.	*TAM,* section *2.1*	2–3 hours	Complete at least 3 weeks prior to testing.	South Dakota Gateway
18. Work with technology personnel to ensure timely computer setup: • Conduct network diagnostics. • Download the secure browser. • Verify that your school has met the minimum technology requirements. • Ensure that other technical issues are resolved before and during testing.	*Configurations & Troubleshooting Manuals*	5–10 hours	Complete at least 3–4 weeks prior to testing.	South Dakota Gateway

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
19. Communicate with the PRs to identify the number of headsets needed for each testing site and ensure that the needed number are available at least two weeks prior to the testing window. • Headsets are required for the ELA CAT assessment to support the Listening portions of the assessment, for students who require text-to-speech for ELA, Math, or Science, or for students requiring audio glossaries (mathematics only). • Communicate with the DA/AC to identify the number of headsets needed.	*None*	Up to 1 hour	Complete at least 2 weeks prior to testing.	Order the number needed plus extra. Students are permitted and encouraged to use their own ear buds or headsets—but districts and schools should also plan on having some available.
20. Perform an equipment needs check based on individual student requirements. • Work with PRs to identify students who will need specialized equipment for accommodations.	*None*	1–2 hours	Complete at least 2 weeks prior to testing.	
21. Based on the test administration windows, work with PRs and TEs to establish a testing schedule.	*TAM,* section *7.4*	2–4 hours	Complete at least 1–2 weeks prior to testing.	South Dakota Gateway
22. Work with PRs to review student information in TIDE applications before students are tested to ensure that correct student information and test settings for designated supports and accommodations are applied.	*TIDE User Guide* *TAM,* section *9.2*	2–4 hours	Complete at least 1–2 weeks prior to testing.	South Dakota Gateway
23. Establish a place to test those students who need a separate test setting.	*TSA*	1–2 hours	Complete at least 1–2 weeks prior to testing.	South Dakota Gateway

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
24. Work with PRs to plan a quiet activity for each test session for students who finish early.	*None*	30 minutes	Complete the week of testing.	The activity should not be related to the test being given. For example, students who finish early may work on assignments for unrelated subjects or read a book.
25. Ensure proper handling of all printed test materials and scratch paper. Collect all test materials on each day of testing to keep in a secure location until after the test session, and then destroy according to the security policy outlined in the *TAM*.	*TAM,* sections *3.2* and *11.0*		Complete during and after testing window.	South Dakota Gateway
26. Ensure adherence to all security policies. • Ensure that all PRs read and sign state security agreements if required by your state.	*TAM,* section *3.0*		Ongoing	South Dakota Gateway
27. Document any testing impropriety, irregularity, or breach and report to the DA/AC immediately after learning of the incident. • Working with the AC, enter incidents in TIDE.	*TAM,* sections *4.0* and *5.0*	As needed	Ongoing	South Dakota Gateway
Monitor Administration Activities				
28. Monitor testing progress during the testing window and ensure that all students participate as appropriate, addressing student issues as needed.	*None*	As needed	Ongoing	
29. Raise any technical issues with the School Technology Coordinator for resolution.	*None*	As needed	Ongoing	
30. Review, investigate, and report on all potential testing improprieties, irregularities, and breaches reported by	*TAM*, sections *4.0* and *5.0*	As needed	Ongoing	South Dakota Gateway

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
the PR. Mitigate incidents when appropriate.				

Table 5. School Coordinator Oversight Responsibilities

	School Test Coordinator Activities	Reference in Manual	Target Completion Date	Notes/Resources
	Oversight Responsibilities			
☐	31. Verify that PRs have verified student settings for designated supports and accommodations in TIDE.	*TIDE User Guide,*	Complete at least 1–2 weeks prior to testing.	South Dakota Gateway
☐	32. Assist PRs in taking proper measures to ensure that students have access only to allowable non-embedded resources during testing.	*None*	Complete prior to testing.	
☐	33. Verify that PRs are adhering to all test security policies and practices and that they have access to the Test Security Incident Log, and that they understand how to complete this document if testing improprieties, irregularities, or breaches occur.	*TAM,* sections *3.0, 4.0, 5.0,* and *Appendix F*	Complete during testing.	South Dakota Gateway

Table 6. Contact Information for School Coordinators

Contact Information	
Questions about state policies	
SDDOE Lead Contact for Science Test Policy, Testing Irregularities, or in the event of a security breach Christina Booth 605-773-3246 Christina.Booth@state.sd.us	SDDOE Lead Contact for ELA/Math Test Policy, Testing Irregularities, or in the event of a security breach Amanda Thronson (605) 773-3247 Amanda.Thronson@state.sd.us
SDDOE Accommodations Lead Beth Schiltz 605-773-4257 beth.schiltz@state.sd.us	**SDDOE Office Of Assessment** doeassessment@state.sd.us

Questions about technology and the overall administration procedures
South Dakota Assessment Help Desk 1-855-838-8378 SDHelpDesk@air.org 6am-6pm CT (Mon–Fri)

4.0 Teacher and Proctor Checklist

The Teacher and Proctor activity checklists applies to all TE or PR TIDE users, see Table 7. For contact information, see Table 8.

Table 7. Teacher and Proctor Responsibilities

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
1. Review all South Dakota Assessment policy and test administration documents, particularly the *Test Administration Manual (TAM).*	*TAM,* section *2.1*	1–2 hours	Complete at least 2–3 weeks prior to testing.	South Dakota Gateway
2. Review the training modules and attend school or district training sessions, if any are offered.	*TAM,* section *2.1*	2–3 hours	Complete at least 2–3 weeks prior to testing.	South Dakota Gateway
3. Show students the videos "What is a CAT?" and "What are Universal Tools?"	*TAM,* section *2.1*	1 hour	Complete while spaced over 2–3 weeks prior to testing.	South Dakota Gateway
4. Provide students with a walk-through of the Training Test and/or Practice Test for familiarity with navigation of the system and tools.	*TAM, Appendix D*	1 hour	Complete while spaced over 2–3 weeks prior to testing.	South Dakota Gateway
5. Perform an equipment needs check based on individual student requirements. • Work with the SC to identify students who will need specialized equipment for accommodations.	*None*	1–2 hours	Complete at least 2 weeks prior to testing.	Students are permitted and encouraged to use their own ear buds or headsets—but districts and schools should also plan on having some available. South Dakota Gateway
6. Work with the SC to determine precise testing schedules based on the test administration windows	*TAM*, section *7.3*		Complete at least 1–2 weeks prior to testing.	South Dakota Gateway

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
selected by the school schedule. • Make sure your students' test administration schedule includes allowable breaks.				
7. Confirm that you have received your TIDE login information. You should have received an automated email from the Help Desk notifying you of how to log in to TIDE. You will also use this username and password for the Online Testing System.	*TIDE User Guide*		Complete at least 1–2 weeks prior to testing.	If you have not received this information, please check your spam/junk email folder to see if it was mistakenly routed there. If not, check with your School Test Coordinator. South Dakota Gateway
8. Work with your SC to ensure that each student has an SSID number and has been loaded into TIDE.	*TIDE User Guide*		Complete at least 1–2 weeks prior to testing.	South Dakota Gateway
9. Confirm each student's test settings for designated supports and accommodations in TIDE against their IEP or other relevant documentation as appropriate.	*TIDE User Guide*	2–4 hours	Complete at least 1–2 weeks prior to testing.	South Dakota Gateway
10. Ensure that the open-source secure browser has been downloaded to any computer(s) on which students will be testing.	*Configurations & Troubleshooting Manuals*	1–2 hours	Complete at least 1–2 weeks prior to testing. *and again* Complete the day before testing or morning of testing.	South Dakota Gateway Check with your SC or School Technical Coordinator if the [**Secure Browser**] icon is missing.

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
11. Communicate to students the need for headsets in order to take the ELA Listening portions of the assessment or the Text-to-Speech support for ELA, Math Science, or translated glossaries for Math. a. Identify any students who may not have their own headsets and make arrangements with the school to have headsets available for those students. Counts should be determined prior to testing. b. Also have extra headsets on hand for students who may forget to bring theirs. c. Send reminders several days before and the day prior to testing to ensure students remember to bring headsets.	*None*		Make a count of needed headsets (vs students who have their own) at least 3 weeks prior to testing and tell your SC the number needed. Three days before testing, remind students to have their headsets available the day of tests. One day before testing, remind students to bring their headsets.	Administration of the ELA assessment will contain a listening portion. In addition, students with Text-to-Speech supports or the translated glossaries for Math also contain audio. Students will need ear buds or headsets. Make sure your school has extras available for students who may need them on the day of testing. Have extra headsets on hand in case students forget. South Dakota Gateway
12. Plan a quiet activity for each test session for students who finish early.	*None*	15–30 minutes	Complete the week of testing.	The activity should not be related to the test being given. For example, students who finish early may work on assignments for unrelated subjects or read a book.
13. Prior to administration, check all computers that will be used and close all applications except those identified as necessary by the school's Technology Coordinator.	*None*	1–2 hours	Complete the morning of testing.	The PR should open the secure browser on each computer after closing any unnecessary applications.

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
Make sure that no computer has dual monitors. • Work with your SC to set system volume prior to students launching the secure browser to ensure students can hear the audio portions of the ELA segment.				
14. Review all guidelines for creating a secure test environment. • Review all security procedures and guidelines in the *TAM*. • Carefully read and sign a test security agreement if required by your state.	*TAM,* section 3.0		Prior to and during day(s) of testing.	South Dakota Gateway
15. Make sure the physical conditions of the testing room are satisfactory. • Make sure that no instructional materials directly related to the content of the assessments are visible. • Students should be seated so there is enough space between them, or provide desktop partitions to minimize opportunities to look at each other's screen.	*TAM,* section 3.0		Complete the day(s) of testing.	• Make sure students clear their desks and put away all books, backpacks, purses, cell phones, electronic devices of any kind, and other materials not needed for the test. • Ensure that students do not access unauthorized electronic devices (such as cell phones) at any time during testing. South Dakota Gateway

Activities	Reference in Manual	Estimated Time to Complete	Target Completion Date	Notes/Resources
• Actively monitor students throughout the test sessions. • Students who are not being tested may not be in the room where a test is being administered.				
16. On the day of testing, verify that the students have their login information (first name, SSID, and session ID).	*TIDE User Guide*		Complete the day(s) of testing.	South Dakota Gateway
17. Administer the Smarter Balanced assessments, following the script and directions for administration. Provide any necessary non-embedded designated supports and accommodations.	*TAM,* section *10.1*		Complete the day(s) of testing.	South Dakota Gateway Provide students with scratch paper for all test sessions. Also provide students in grades 6 and above graph paper for the mathematics assessments.
18. Report any testing improprieties, irregularities, and breaches to the SC and DA/AC in writing immediately following an impropriety, irregularity, or breach.	*TAM,* sections *4.0, 5.0,* and *Appendix F*		Complete as soon as possible during or immediately following testing.	South Dakota Gateway
19. Securely dispose of all printed testing materials, including student login information, print-on-demand documents, and scratch paper in a secure manner.	*TAM,* sections *3.0* and *11.0*		Complete after testing.	South Dakota Gateway

Table 8. Contact Information for Teachers and Proctors

Contact Information	
Questions about state policies	
SDDOE Lead Contact for Science Test Policy, Testing Irregularities, or in the event of a security breach Christina Booth 605-773-3246 Christina.Booth@state.sd.us **SDDOE Accommodations Lead** Beth Schiltz 605-773-4257 beth.schiltz@state.sd.us	SDDOE Lead Contact for ELA/Math Test Policy, Testing Irregularities, or in the event of a security breach Amanda Thronson (605) 773-3247 Amanda.Thronson@state.sd.us **SDDOE Office Of Assessment** doeassessment@state.sd.us
Questions about technology and the overall administration procedures	
South Dakota Assessment Help Desk 1-855-838-8378 SDHelpDesk@air.org 6am-6pm CT (Mon–Fri)	

5.0 South Dakota Assessment User Support

The South Dakota Assessment Gateway at http://sd.portal.airast.org is the home for all online assessment administration information. If a school or district requires information on paper/pencil administration, please contact the South Dakota DOE Office of Assessment at http://doe.sd.gov/about.aspx.

For questions regarding the online testing system or for additional assistance, please contact the South Dakota Assessment Help Desk at 1-855-838-8378 or SDHelpDesk@air.org.

The Help Desk is open Monday–Friday from 6:00 a.m. to 6:00 p.m. Central Time (except holidays or as otherwise indicated on the SD Gateway). During these hours, staff will respond promptly to calls.

The Help Desk may be contacted for situations and questions that include the following:

1. Testing environment down or unavailable; user accounts not available or users not able to administer tests;

2. Loading editable student accommodations into the Test Information Distribution Engine (TIDE), which includes accommodations, or designated supports for the Math, ELA, and Science computer adaptive test (CAT), ELA performance task (PT), or Interim test eligibility;

3. Appeals module in TIDE;

4. Preparing for online testing—downloading the secure browser, voice packs, etc.;

5. Tests showing as available to students when they log in to begin testing;

6. Password resets for State, district, and school users;

7. Settings not presenting as intended; and/or

8. Test Security incidents.

When contacting the Help Desk, provide the representative with as much detail as possible about the issue(s) encountered and the system on which it occurred. This should include the following:

- type of device being used for the test;

- any error messages that appeared (code and description);

- operating system and browser information;

- network configuration information;

- your contact information for follow-up, including email address and phone number; and

- any relevant and authorized student and school information, including statewide student identifier (SSID), grade level, content area, and performance task (PT) or computer adaptive test (CAT), and test question item number.

Refer to the *Help Desk Information Template* on the portal for a more detailed list of information to provide the Help Desk when reporting an issue.